

## Flores dedicated to customer service

**A**s Chief Registrar for the County's Birth & Death Registration (BDR) office, Susie Flores works closely with the general public, HCA's Epidemiology & Assessment and other county departments including the Clerk-Recorder and Coroner. She is responsible for overseeing the BDR office, where they are required to register an average of 48,000 births each year within 10 days of occurrence and an average of 17,500 deaths per year within eight days of occurrence.

In Susie's customer service-oriented position, she interfaces daily with members of the public who request certified copies of birth and death certificates and collaborates closely with other California counties, local hospitals, doctors and funeral directors. Her daily interactions have given her the opportunity to deal with a variety of unique situations, which makes her position interesting and never the same each day.

"I am a people person and enjoy the fact that I can offer service and relief to others who are in distress over losing their family members, as well as helping those who have just had a birth," said Susie. "Providing them with the information they need to make informed decisions makes my position rewarding in itself."

Susie first began her career with HCA in 1985 as an Account Clerk II in Contract Services where she was responsible for processing all of the medical bills for adults and youth who were in custody at Orange County jail facilities, Orangewood Children's Home and Juvenile Hall. She was then promoted to a Secretary II position and worked directly for the Contract Services Manager. During her service as Secretary II, Susie also served as the United Way Coordinator for HCA/Administration.

"The Secretary II position awarded me the opportunity to get to know the Division and Program Managers who came to meet with the Contracts Manager," said Susie. "I was able to understand more about HCA and its programs by meeting and speaking with key individu-

als within the Agency."

Susie soon accepted a Secretary III position working for CEO/Risk Management and served there for three years prior to moving into a lateral position with Probation, which marked her official entry into the supervisory field. Susie then moved on to her current position at Birth & Death Registration and has been there since 1994, minus two years she lived in San Antonio, Texas.

In her current position, Susie clearly enjoys leading by example and has created a working atmosphere where employees can feel free to take risks and expand their knowledge and expertise. Susie is also grateful to be awarded the opportunity to work with a group of team players who are flexible and willing to take on new challenges.

"I have such a knowledgeable and professional department of employees and it is a joy to serve as their leader and represent them at various functions and meetings," Susie adds. "Our department is held in high regard throughout California for the accurate and timely work we produce."

Susie is a graduate of Cypress College and the University of Phoenix, Southern California Campus where she earned both an Associates of Arts Degree and a Bachelor of Science Degree in Business Management. She also graduated from the Women's Health Leadership Program in 1998 and the City of San Antonio's Leadership Development Program in 2000. In both instances, she was selected to develop a health event and a project to be considered by the City Manager and Executive Team.

Acknowledged by her peers as a person who is dedicated to service and commitment, Susie has also played an instrumental role in implementing the Cerner document imaging system, which

is the first Cerner application to be operational in Public Health.

In her spare time, she enjoys spending time with family and friends and is active in community service. Both Susie and her husband Gill are involved with various community events and work closely with a non-profit organization that protects civil rights and promotes education.

The Board of Supervisors acknowledged Susie's dedication to community service and volunteerism in 1989 when she received a Woman of Achievement Award in the category of Community/Family. Susie received further recognition in 1997 when she was invited to attend an elementary school assembly in Los Angeles. Susie and her husband were among 18 Latino leaders who were given the opportunity to meet and speak with the keynote speaker, President Bill Clinton.

"I have never imagined that my community service and volunteerism would lead to such exciting and memorable events," Susie adds.



# TLC from your LMC!

## What is WIS?

Is your workspace too frosty? Having difficulties parking when working in the field? Are you having problems in your workplace that nobody cares about? WIS cares! WIS is the Workplace Issues Subcommittee of the HCA-OCEA Labor Management Committee (LMC). WIS is the mechanism created by the LMC to facilitate creative solutions to issues submitted by HCA staff. Since its inception, WIS has helped to:

- Increase office space for HCA employees at the jail
- Make it easier for clinicians in Children and Youth Services to obtain psychological testing materials
- Eliminate a foul odor at Public Health
- Facilitate control of the rodent population in the jail by exterminators

## How to Submit a Workplace Issue

Submitting an issue to WIS is easy! Click on <http://balsam/intranet/lmc/issues.asp> to access the Workplace Issues/Solutions Form on the LMC website. Completed forms can be mailed to OCEA or HR and be given to any LMC member (addresses and a current member roster are available online). Issues can be submitted anonymously. To learn more about past problems WIS has addressed, click on <http://balsam/intranet/lmc/issuesindex.asp> and review the Workplace Issues Index.

Remember, for TLC, contact your LMC!

A strong passion for any object will ensure success, for the desire of the end will point out the means.

—William Hazlitt

# Happy, Healthy Holidays

The holiday season is here! With all the celebrations and gatherings we attend during this season, some of us tend to overeat and snack more, which may cause unnecessary weight gain for many. So, how do you curb your appetite and avoid overeating? This year, instead of listing "lose weight" as your number one New Year's resolution, try focusing your time on eating healthy and developing a physical activity routine instead.

Exercise and physical activity should be a regular habit for everyone and contributes to a healthy heart and lifestyle. It's as simple as getting out and walking. The California Project Leaders Encouraging Activity and Nutrition (LEAN) and the Nutrition Network recommend at least 30 to 60 minutes of exercise on most days of the week for optimal health.

Physical activity is also a natural way to relieve the stress that is sometimes associated with the holiday season. Plan a 30-minute aerobic activity by taking a walk after lunch or at the mall while holiday shopping or taking the dog for a nice walk after work. Use this planned physical activity as a time to relax and recharge your spirits. But, please be sure to consult your doctor prior to beginning a new physical fitness plan.

Along with being physically active, making wise food choices before and during holiday festivities can reduce the chances of adding notches to your belt. To avoid expanding your waistline this season, try the following tips:

- Drink water before you go to a party or celebration. Water curbs the appetite as well as provides adequate hydration to maintain energy levels with all the holiday excitement.
- When self-serving at buffet tables this holiday, add small portions to your plate and sit down. Avoid standing near the food tables to hinder the urge to graze. A little bite here and a little bite there leads to huge calorie intakes.
- When preparing a holiday turkey, bake your stuffing outside of the bird. This decreases the amount of fat in the stuffing and reduces calorie content. Additionally, it further reduces the risk of foodborne illness that may pass from the juices of the bird to the bread in the stuffing.
- Try substituting low fat or nonfat sour cream or yogurt instead of regular sour cream as a base when creating favorite versions of dip.
- Avoid too much fruit juice intake. Recommendations from the Daily Food Guide Pyramid (aged 2 years—adult) suggest no more than 6 ounces per day. Consuming too much juice can easily contribute to unwanted weight gain. Fresh fruits and vegetables are better choices and they provide fiber.
- Have a small meal or snack before going to holiday parties. This will curb the appetite and cut down on overeating.
- Eat at least 5 servings of fruits and vegetables every day. This will ensure adequate nutrients for energy and health. They also provide essential vitamins, minerals and fiber. Snacking on fruits and veggies can also curb your appetite helping to alleviate over consumption.

Here are some additional healthy suggestions and alternatives to use when cooking to help keep that waist trim and your heart healthy:

| Instead of        | Use                                |
|-------------------|------------------------------------|
| Whole milk        | 1% or nonfat milk                  |
| Sour cream        | Nonfat sour cream or nonfat yogurt |
| Cheese            | Low fat cheese or mozzarella       |
| Sugar             | Use ½ of the sugar                 |
| Butter            | Use olive oil or canola oil        |
| Butter for baking | Use ½ applesauce or ½ canola oil   |



# Awards Ceremony recognizes employees

To honor HCA employees for their dedicated years of service to the agency, an Employee Recognition Awards ceremony was held at the Hall of Administration on Thursday, November 13<sup>th</sup>. Employees were presented with certificates and pins to commemorate their outstanding con-

tributions to HCA.

Due to a camera malfunction, the photos taken during the ceremony unfortunately did not turn out. We would like to congratulate the following individuals who were present during the ceremony to receive their awards.

## Spotlighted



Linda Boyd, CCS Division Manager celebrated her 35 years of service at the November 13<sup>th</sup> Employee Recognition Awards and received a certificate and pin from Dr. Mark Horton, County Health Officer, to commemorate the occasion.



Dr. Mark Horton congratulated Kathy Clark for her 30 years of service and dedication to HCA and presented her with a certificate and pin to mark the occasion at HCA's Employee Recognition ceremony.



Bruce Marcus from Behavioral Health Services received recognition at the Employee Recognition Awards Ceremony from Sandra Fair, Chief of Behavioral Health Operations, who congratulated him on his 30 years of service.



HCA IT's Scott Miller celebrated his 30 years of service and was honored by Dennis Masiello, Chief Information Officer, at the Employee Recognition Awards ceremony held at the Board of Supervisors Hearing Room on November 13<sup>th</sup>.



Ron LaPorte, Chief of Quality Management was recognized by Agency Director Julie Poulson for his 30 years of dedication and service to HCA at the November 13<sup>th</sup> Employee Recognition Awards ceremony.

### Admin/Financial/IT/Program Support

#### 5 years

Anh Nguyen

#### 15 years

Michelle Zink

#### 30 years

Ron LaPorte  
Scott Miller

### Behavioral Health

#### 5 years

Alan Edwards  
Peggy Evans  
Robin Fontaine  
Stephen Lownes  
Melody Marler  
Martha Murphy  
Sheryl Wamsley-Goldsmith

#### 10 years

Maria Alvarez-Miller  
Robert Lomax  
James Marquez  
Veronica Ramirez

#### 15 years

Veronica Benitez  
Merida Hughes  
Luis Martinez  
Franklin Pope

#### 30 years

Bruce Marcus

### Medical & Institutional Health

#### 5 years

Jocelyn Esguerra

#### 10 years

Jessie Davis

#### 15 years

Donna Hanson  
Nina Mays

### Public Administrator/Public Guardian

#### 10 years

Maria Velazquez

### Public Health

#### 5 years

Yahel Araujo  
Maria Eaton  
Andrea Glabb  
Marita Kakuk  
Sharri Mahdavi  
Annabella Mercado  
Helen Nacionales  
Herm Perlmutter  
Debra Poulalion  
Lisa Thorton

#### 10 years

Rosalind Guzman  
Shellie Hunt  
Tiffany Huynh  
Juan Montes  
Melanie Sandkamp

#### 15 years

Amy Dale

#### 30 years

Katherine Clark

#### 35 years

Linda Boyd

### Regulatory Health

#### 5 years

Sheila McDonald  
Maria Montellano  
Audrey Reyes

#### 10 years

Leland McCartney  
Jose Suarez

#### 15 years

Oyewole Akinyemi  
Yvonne Schmit  
Dan Yokoyama  
Veronica Yost

Wishes, on  
their way to  
coming true,  
will not be  
rushed.

—Arnold Lobel



# Annual BouTEAque draws crowd



Just a few of the handmade holiday items for sale at the annual Holiday BouTEAque held at the 405 W. 5<sup>th</sup> Street Building on November 19<sup>th</sup>.



Quality Management staff Herb Rosenwerg, Sandy Viernes, and Priscilla Harsh shop for that special gift at Project Together's Holiday BouTEAque.

**H**oliday spirit and cheer filled the air at the annual fund-raising Holiday BouTEAque hosted by Behavioral Health's Children and Youth Services' (CYS) Project Together Program on November 19<sup>th</sup> at the 405 W. 5<sup>th</sup> Street building. HCA staffers and visitors joined in the festivities and purchased holiday items to help raise funds for activities and items for the program's children and their families.

Attendees enjoyed a delicious cup of tea, coffee and sweets as they browsed from a collection of handmade and hand-painted holiday items, decorations and goodies. This year's BouTEAque offered its visitors a chance to participate in a gift basket opportunity drawing and a Christmas Tree Walk, as well as the chance to bid on various items in a silent auction.

## New Smoke-free Law goes into effect January 1st

**T**he beginning of the New Year will mark the implementation of Assembly Bill (AB) 846, which mandates a smoke-free perimeter within 20 feet of an entrance or operable window of all city, county and state operated buildings. The new bill aims to protect the health of employees and visitors from secondhand exposure, especially those with respiratory and heart impairments.

According to the Environmental Protection Agency, tobacco smoke is classified as a Class A carcinogen. There are no safe levels of exposure from the more than 4,000 chemicals that are present in smoke, with more than 40 of them being carcinogenic. Components in smoke are heavier than air and swirl lower to the ground as the smoke cools. When this occurs, chemicals from the smoke can infiltrate buildings, causing the ventilation system to recirculate them throughout the building.

To assist in the implementation process of AB 846, HCA's Tobacco Use Prevention Program (TUPP) will be providing technical assistance to Orange County cities, the Public Facilities & Resources Department (PFRD) and other County entities. For more information about TUPP and the various smoke-free resources and programs they provide, call (714) 541-1444 or visit [www.ochcahealthinfo.com/tupp](http://www.ochcahealthinfo.com/tupp).

All you have to do is look straight and see the road, and when you see it, don't sit looking at it—walk.

—Ayn Rand

### JANUARY HEALTH OBSERVANCES

Cervical Cancer Screening Month

Glaucoma Awareness Month

National Blood Donor Month

Healthy Weight Week . . . . . 18 – 24

health care agency

**WHAT'S UP**  
keeping staff informed & current

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

**Editors . . . . .** Tricia Arcelona  
Howard Sutter  
Anne Fialcowitz

**Your Input**

Phone . (714) 834-6644  
E-mail . TArcelona@ochca.com  
FAX . . (714) 834-7644  
Pony . . Bldg. 38-S, 4th Floor